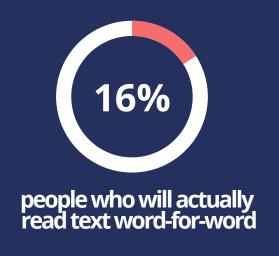
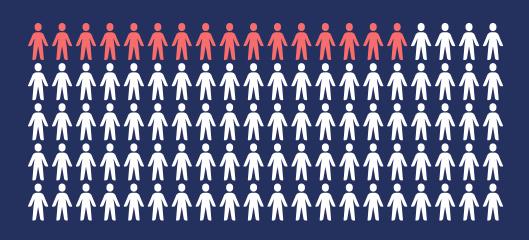


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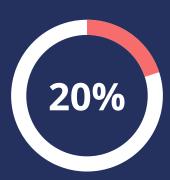
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- Nielsen Norman Group 1997, 2008, 2011
- Lindgaard, Fernandez, Dudek and Brown, 2006

